

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

4450.11

ALM-700

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9/27/94

SUBJ: DATA MULTIPLEXING NETWORK (DMN) PHASE I/II
CONTRACT MAINTENANCE INSTRUCTIONS

1. PURPOSE. This order provides the technical guidance necessary for field organizations to utilize AT&T Paradyne maintenance support under Contract DTFA01-93-C-00054 for Phase I/II DMN system and equipment items. It identifies procedures and requirements for obtaining onsite maintenance services for selected systems and equipment items. It identifies procedures and requirements for returning defective equipment items to the contractor for repair. This order also specifies data collection and reporting requirements necessary for monitoring contractor performance and administration for the contract.
2. DISTRIBUTION. This order is distributed at division level within Requirements and Life-Cycle Management, Operational Support, NAS Operations in Washington headquarters; to the division level within the FAA Logistics Center and the Office of Facility Management at the Aeronautical Center; to branch level in the regional Airway Facilities divisions; and a standard distribution to all Airways Facilities field offices.
3. BACKGROUND. Contract DTFA01-93-C-00054 was executed on September 30, 1993, providing follow-on Phase I/II DMN maintenance support to Contract DTFA01-88-C-00038 which expired on September 30. The current contract with AT&T Paradyne is a delivery order-type contract for 1 year with four 1-year options having a scheduled expiration of September 30, 1998. This contract is intended to provide continued DMN maintenance support until the Phase I/II system and equipment is replaced under the Phase III DMN program.
4. DMN MAINTENANCE FOCAL POINTS. While the contract will be administered by the Program Management and Planning Division, ALM-100, the air route traffic control centers (ARTCC) act as the focal points for contract maintenance activities for all Phase I/II DMN equipment, excluding equipment located at the Aeronautical Center, and in some cases, equipment located at Department of Defense (DoD) sites.
 - a. FAA Field Maintenance Coordination. All DMN maintenance and repair activities for each DMN equipment item are to be coordinated through the assigned controlling ARTCC.
 - b. FAA Academy Maintenance Coordination. DMN maintenance and repair activities for DMN equipment located at the FAA Academy may be coordinated and requested directly from AT&T Paradyne.

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c. FAA Logistics Center (FAALC) Coordination. Repair activities for DMN equipment located at the FAALC or requested by DoD DMN sites are to be coordinated and requested by the FAALC directly with AT&T Paradyne.

d. DoD Site Maintenance Coordination. DoD site DMN equipment will not receive onsite maintenance services from AT&T Paradyne. Repair of DoD site equipment may be accomplished through the controlling ARTCC or through the FAALC. Coordination requirements through the controlling ARTCC will utilize the same procedures as other non-ARTCC DMN sites. Coordination through the FAALC will allow direct return and repair (R&R) service from AT&T Paradyne.

5. SITE MAINTENANCE. Onsite maintenance service for Phase I/II DMN equipment and systems listed in Appendix 1, Data Multiplexing Network Systems and Equipment to Receive On-Call Onsite Maintenance, will be provided by AT&T Paradyne upon request of ARTCC's or the FAA Academy. The contractor is to provide all labor, parts, equipment, and tools necessary to restore applicable DMN equipment and system services. The contractor is responsible for the replacement of any site spares used in system restoration with repaired components. The contractor's technician will coordinate the site visit with the requesting ARTCC (or the FAA Academy), as well as the controlled DMN site if applicable.

a. Contractor Service Availability and Response. Onsite services are available 24 hours a day with a response time of 2 hours, excluding contractor technician travel time. For locations within 50 and 100 miles of the nearest contractor's service center, the technician will be on site within 6 hours. For locations over 100 miles from the contractor's service center, the technician will be on site within 10 hours.

b. Procedure for Requesting Onsite Service. Should a failure occur in equipment or systems listed in appendix 1 at the FAA Academy, an ARTCC, or an ARTCC receives failure notification at a controlled non-ARTCC DMN site:

(1) Telephone the AT&T National Dispatch at (800) 237-0016 (in Florida, (800) 237-3466) requesting onsite maintenance service.

(2) Provide the contractor's dispatcher with the following information.

(a) The site identification where the failure occurred.

(b) The contract number DTFA01-93-C-00054.

(c) The nomenclature, model number, serial number (if available), and contract line item number (CLIN) indicated in appendix 1 for the major unit impact by the failure.

(d) A brief description of the malfunction or problem.

6. DEPOT-LEVEL REPAIR SUPPORT. Repair of failed Phase I/II DMN components listed in Appendix 2, Data Multiplexing Network Line Replaceable Units to be Repaired, is available from the AT&T Paradyne depot. DMN units in appendix 2 which have no detailed breakdown into subcomponents shall be returned for repair

as a complete item. The contractor shall repair and return components to arrive at the applicable site within 15 days from the time of receipt of the item at the contractor's repair facility.

a. Requesting Contract Repair Services. The contractor's repair facility will only repair DMN components shipped under a return material authorization (RMA) number which will be issued by AT&T Paradyne to authorized FAA requestors.

(1) Authorized FAA Requestors. The following FAA facilities may request repair service directly from AT&T Paradyne when:

(a) The ARTCC's are the focal point and the authorized requestor for repair of field-deployed FAA DMN equipment located at the applicable ARTCC and its controlled remote sites.

(b) The FAALC is the authorized repair requester for DMN components located at the FAALC and DoD sites.

(c) The FAA Academy is the authorized repair requester for the repair of DMN components located at the FAA Academy.

(2) Mandatory Data Requirement. In order to obtain a RMA number from AT&T Paradyne, the following data must be provided by the authorized requester:

(a) The site identification where the component failure occurred.

(b) The site point of contact and commercial telephone number where the component failure occurred.

(c) The nomenclature and model number of the major unit and/or component being shipped for repair.

(d) The serial number of the major unit and/or component being shipped for repair.

(e) A brief description/symptom of the malfunction or problem.

b. Return of DMN Components for Repair. The process for the return of failed DMN components to AT&T Paradyne for repair shall include the following:

(1) Return Authorization Request. Authorized FAA facilities may obtain an RMA number from AT&T Paradyne at (901) 761-2451 providing data specified in paragraph 6a(2).

(2) Return Documentation Preparation. FAA and DoD facilities shall prepare and include with the component shipment FAA Form 4650-12, Materiel Requisition/Issue/Receipt, for each unserviceable item returned.

(a) The AT&T Paradyne RMA number shall be entered in the REQUISITION NUMBER block of the form.

9/27/94

(b) Contract number DTFA01-93-C-00054 shall be entered in the MARK FOR block.

(c) AT&T Paradyne Depot, 3233 Players Club Parkway, Memphis, TN 38117-8845, shall be entered in the SHIP TO (Consignee) block.

(d) The address for AT&T Paradyne return shipment of the repaired item shall be entered in the FROM (Consignor) block.

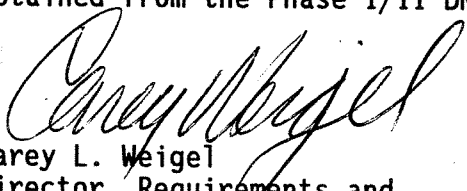
(e) A copy of the completed FAA Form 4650-12 shall be sent to the Federal Aviation Administration, ALM-100 Phase I/II COTR, 800 Independence Ave. SW, Washington, DC 20591.

(3) Shipment to Contractor's Repair Facility. Shipment of components to the contractor's repair facility address in paragraph 6b(2)(c) shall be postpaid or by Government bill of lading (GBL).

7. Monitoring and Reporting Contractor Performance. Facilities using the AT&T Paradyne Phase I/II DMN maintenance contract are responsible for reporting deviations from contract requirements as indicated in paragraphs 5 and 6.

a. Significant Deviations to be Reported. Contractor deviation from required onsite maintenance response times and repair turn-around requirement shall be reported to the Phase I/II DMN contract maintenance contracting officers technical representative (COTR), ALM-100, on Form FAA-256, Inspection detail Report of Material and/or Services. Sufficient detail, including AT&T incident number and the name of AT&T person contacted, must be provided to allow identification of the specific deviation occurrence in order to allow appropriate contract enforcement action.

b. Contract Problems. Assistance in resolving contract problems may be obtained from the Phase I/II DMN contract maintenance COTR at (202) 267-7405.



Carey L. Weigel
Director, Requirements and
Life-Cycle Management

Appendix 1. DATA MULTIPLEXING NETWORK SYSTEMS AND EQUIPMENT
TO RECEIVE ON-CALL ONSITE MAINTENANCE

<u>NOMENCLATURE</u>	<u>MODEL/ PART NUMBER</u>
1. <u>CLIN OX01.A.</u>	
Automated Network Management System	5500-02
Automated Network Management System	6510-01
2. <u>CLIN OX01.B.</u>	
Remote Terminal	5548-02
Remote Terminal	6548-01
3. <u>CLIN OX01.C.</u>	
Memory Expansion	5500-001
4. <u>CLIN OX01.D.</u>	
Port Expansion	5500-002
5. <u>CLIN OX01.E.</u>	
Terminal	7811-01
6. <u>CLIN OX01.F.</u>	
Printer	9490-005
Printer	9490-011
7. <u>CLIN OX01.G.</u>	
Analysis MCO	5500-100
Analysis MCO	6510-100
8. <u>CLIN OX01.H.</u>	
Expansion Chassis DCX 840/50	2980-30
9. <u>CLIN OX01.I.</u>	
DCX 850 User Switching Option	2985-200
10. <u>CLIN OX01.J.</u>	
Statistical Multiplexer DCX 825	2970
DCX 825 Chassis	2970-01
DCX 825 8 Port	2970-05
DCX 825 16 Port	2970-09
DCX 825 24 Port	2970-13

Appendix 1. DATA MULTIPLEXING NETWORK SYSTEMS AND EQUIPMENT
TO RECEIVE ON-CALL ONSITE MAINTENANCE (CONTINUED)

<u>NOMENCLATURE</u>	<u>MODEL/ PART NUMBER</u>
11. <u>CLIN 0X01.K.</u>	
Statistical Multiplexer DCX 840	2980-01
12. <u>CLIN 0X01.L.</u>	
Statistical Multiplexer DCX 815	2030
DCX 815 4 Port	2962-02
DCX 815 8 Port	2962-11
DCX 861 6 Channel	2961-17
12. <u>CLIN 0X01.L. (Continued)</u>	
Statistical Multiplexer DCX 815 (Continue)	2030
2030 4 Port	2030-11
2030 8 Port	2030-13
2030 Mux 8 Port Synch. Data Link Control	2030-33
2030 Mux 4 Port Synch. Data Link control	2030-35

NOTE: "X" in CLIN is "0" for FY1994 CLIN's, "1" for FY1995 CLIN's, "2" for FY1996 CLIN's, "3" for FY1997 CLIN's, and "4" for FY1998 CLIN's.

APPENDIX 2. DATA MULTIPLEXING NETWORK LINE REPLACEABLE UNITS TO BE REPAIRED

<u>NOMENCLATURE</u>	<u>MODEL/ PART NUMBER</u>
1. <u>CLIN 0X02.A. 14.4/19.2 Kbps Modems</u>	
3470 19.2 Kbps MODEM	3470-A1-108
Modem Card	869-9353-AL
Front Panel Card	869-9356-AL
Power Supply	869-9387-AL
Rear Panel	869-8576-0011
VHS 14.4 Kbps MODEM &	713-04
MP 14.4 Kbps MODEM &	2698-02
MP 14.4 Kbps MODEM &	2698-04
MP 14.4 Kbps MODEM	2698-06
Adapter VF Card	859-3424-AL
DTE Adapter #1	859-3417-AL
DTE Adapter #2	859-3418-AL
DTE Adapter #3	859-3419-AL
Forward Secondary Channel Card	836-4205-AL
Interface Card	856-4704-AL
Motherboard Card	859-3408-AL
Power Supply	859-4099-0011
Power Supply	859-6951-0011
Receive Microprocessor Card	858-4901-AL
Remote Diagnostics Card	859-3406-AL
Six Channel Buffered Multiplexer Card	859-3405-AL
Timing and Auto Gain Control Card	859-3402-AL
Transmitting Microprocessor Card	859-3403-AL
3450 14.4 MODEM	3450 A1-108
Modem Card	869-9353-AL
Power Supply	869-9356-AL
Rear Panel	869-8576-0011
2. <u>CLIN 0X02.B. Modem MPX 9600bps</u>	
MPX 9600 BPS MODEM &	2796-01
MPX 9600 BPS MODEM &	2796-03
MPX 9600 BPS MODEM	2796-04
Modem Card	866-6672-AL
Four Channel Buffered Multiplexer Card	866-6604-AL
Diagnostic Microprocessor Card	866-6603-AL
Modem Card	869-9761-8301
Front Panel Card	869-9762-8100
Memory Module Card	869-9766-8200
Rear Panel	869-9439-9325
Power Supply	327-0054-0031
DCAA Card	869-9763-8300
Four Channel Mux/MSD Card	869-9764-8000

APPENDIX 2. DATA MULTIPLEXING NETWORK LINE REPLACEABLE UNITS TO BE REPAIRED
(CONTINUED)

<u>NOMENCLATURE</u>	<u>MODEL/ PART NUMBER</u>
3. <u>CLIN 0X02.C. MP 48B MODEM</u>	
MP 48B Modem	2448
Processor Card	825-4001-AL
Interface Card	825-4002-AL
PX 4800 BPS MODEM &	2748-01
MPX 4800 BPS MODEM &	2748-03
MPX 4800 BPS MODEM	2748-04
Modem Card	866-6602-AL
Diagnostic Microcomputer Card	866-6603-AL
Four Channel Buffered Multiplexer Card	886-6604-AL
3430 4800 BPS MODEM &	3430-A1-110
3430 4800 BPS MODEM	3430-A2-100
Modem Card	869-9761-8301
Front Panel Card	869-9762-8100
Memory Module Card	869-9766-8200
Rear Panel	869-9439-9325
Power Supply	327-0054-0031
DCAA Card	869-9763-8300
Four Channel MUX/MSD Card	869-9764-8000
4. <u>CLIN 0X02.D. LSI 2400 Modem</u>	
LSI 2400 MODEM &	2624-01
LSI 2400 MODEM	2624-10
MPX 2400 BPS MODEM &	2724-01
MPX 2400 BPS MODEM &	2724-02
MPX 2400 BPS MODEM	2724-03
Modem Card	866-6652-AL
Diagnostic Microcomputer Card	866-6603-AL
3420 2400 BPS MODEM &	3420-A1-110
3420 2400 BPS MODEM	3420-A2-100
Modem Card	869-9761-8301
Front Panel Card	869-9762-8100
Memory Module Card	869-9766-8200
Rear Panel Card	869-9439-9325
Power Supply	327-0054-0031
DCAA Card	869-9763-8300

APPENDIX 2. DATA MULTIPLEXING NETWORK LINE REPLACEABLE UNITS TO BE REPAIRED
(CONTINUED)

<u>NOMENCLATURE</u>	<u>MODEL/ PART NUMBER</u>
5. <u>CLIN 2.e. Fallback Switch</u>	
FALLBACK SWITCH	2940-01
FALLBACK SWITCH	2940-05
6. <u>CLIN 2.f. Dual Call Auto Answer</u>	
DUAL CALL AUTO ANSWER	4712-01
DCAA Card	862-6760-AL
7. <u>CLIN 0X02.G. Backbone Hubbing Adapter</u>	
BACKBONE HUBBING ADAPTER	5506-01
8. <u>CLIN 0X02.H. Port Hubbing Adapter</u>	
PORT HUBBING ADAPTER	5506-011
9. <u>CLIN 0X02.I. Master Modem Hubbing Device</u>	
MASTER MODEM HUBBING DEVICE	5506-03
MASTER MODEM HUBBING DEVICE	5506-05
10. <u>CLIN 0X02.J. Port Rotary Switch</u>	
ROTARY SWITCH	2930-01
11. <u>CLIN 0X02.K. Asynch. to Synch. Interface</u>	
ASYNCH. TO SYNCH. INTERFACE	2904-02
12. <u>CLIN 0X02.L. Limited Distance Modem</u>	
LIMITED DISTANCE MODEM	2914-01
LIMITED DISTANCE MODEM	2914-03
ME-3 MODEM ELIMINATOR	2917-01
13. <u>CLIN 0X02.M. Tufer Minimax</u>	
TUFER MINIMUX	2954-03
14. <u>CLIN 0X02.N. Eye Pattern Generator</u>	
EYE PATTERN GENERATOR	2406-001

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